



04-15-04

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THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Kannan Srinivasan**)
and **Michael I. Shamos**)
U.S. Serial No.: **09/804,728**) **METHOD AND APPARATUS FOR**
Filed: **March 13, 2001**) **INTERNET CUSTOMER**
Docket No.: **01-172**) **RETENTION**
)
) **RECEIVED**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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April 14, 2004

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WITHDRAWAL OF AUTHORIZED REPRESENTATIVE

Pursuant to 37 C.F.R. § 1.36, please withdraw Thomas C. Wettach, Frederick L. Tolhurst, Gerald J. Iwanejko, Jr. and Christine (Wettach) Trebilcock of Cohen & Grigsby, P.C. as the authorized representative for the above-captioned patent application. Please direct any future correspondence concerning this patent application to Intellions, Inc. c/o Sanjay Chopra at the following address:

Intellions, Inc.
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We appreciate your favorable consideration of this request.

Respectfully submitted,

By Angela W. Stilcock

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